

City of Wenatchee Grievance Procedure Under the Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the **City of Wenatchee**. The City of Wenatchee's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 30 calendar days after the alleged violation to:

City of Wenatchee
Human Resources Manager
129 South Chelan
PO Box 519
Wenatchee, WA 98807
509-888-6203
With a copy to the City Clerk at the same address

Within 30 calendar days after receipt of the complaint, a City of Wenatchee designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the City of Wenatchee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of City of Wenatchee and offer options for substantive resolution of the complaint.

If the response by the City of Wenatchee staff does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to City of Wenatchee's Executive Services Director or his/her designee.

Within 30 calendar days after receipt of the appeal, the Executive Services Director or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Executive Services Director or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Human Resources Manager or his/her designee or appeals to the Executive Services Director or his/her designee and responses from these two offices will be permanently stored by City of Wenatchee.